

MFRC JOB DESCRIPTION

INFORMATION & REFERRAL ASSISTANT

Under the direction of the Coordinator, the Information & Referral Assistant provides 24 hour front-line services to clients. This includes assessment of requests, provision of information and referring to appropriate organizational, Base or community resources. The assistant is also responsible for general office support, support to MFRC program areas and assists coordinators as required. The position may involve covering after-hours service by cell phone.

Responsibilities include:

Client Services (70%)

- Greet all visitors and clients to the Centre in a friendly, courteous manner and assist them as required.
- Assess requests, provide information and refer to appropriate organizational, Base or community resources and ensure effective and immediate follow-up is provided on all client requests using established case management procedures.
- Provide information on MFRC services, programs, workshops/activities and community resources.
- Ensure that all individuals and issues are handled in a confidential and professional manner.
- Ensure that all materials used for referral are up-to-date such as the I&R phone book, office files, forms and information used on a day-to-day basis.

Clerical/Office Support (20%)

- Respond to telephone, in person, or electronic enquiries, make appointments where applicable and distribute messages to appropriate program areas.
- Take payments for various MFRC programs & services using appropriate procedures and update payment spreadsheet.
- Word process, edit, proofread and finalize correspondence, reports, statements, invoices, forms, presentations and other documents as requested by MFRC staff
- File and handle correspondence including registration and distribution of mail.
- Provide photocopying, word processing, database, publishing and Internet services.
- Maintain inventory of office supplies and order supplies for office building and staff as required
- Complete Military Family Identification cards
- Complete a daily cash count and prepare weekly deposits

Program Delivery (5%)

- Assist with the orientation, supervision and training of I&R volunteers and casual staff.
- Accept/administer MFRC programs, services and activities registration.
- Assist in the creation of Welcome Packages and other documents and their distribution to new families at CFB Esquimalt.
- Keep an adequate filing system for the I&R files and administrative files for office building.
- Assist in the development and maintenance of an accurate resource file of organizations and services for Outreach areas.
- Make Staying In Touch Calls/emails to support the Deployment program, making necessary follow-up notes and updating the deployment coordinator on members' not reached or needing further assistance during these calls

Program Monitoring (5%)

- Compile and maintain monthly statistics and information on client trends
- Enter daily front line statistics into the database
- Obtain and gather feedback about MFRC programs and services from clients when required.

Other

- Undertake any secondary tasks, projects and responsibilities, assigned by the I&R Team Leader, deemed necessary for the efficient operation of the organization, its programs and buildings. Fulfilling other duties as required
- Actively participate at all staff meetings and Information & Referral Staff Meetings.
- Supporting other MFRC staff in their daily tasks/special projects when deemed necessary and time permitting
- Enhance professional expertise by participating in continuing education related to assigned responsibilities

Competencies and Behaviours

In order to successfully meet the requirements of the position, the following competencies and behaviours must be demonstrated.

- Believes in and practices the mission, goals of the program
- Ability to work as a positive member of the program team, facilitating a team environment through personal behaviour, work contributions and the sharing of experience and knowledge
- Participates in the development of new ideas and methods for program enhancement and has the ability to adjust and adapt to changes
- Maintains a constant awareness of the customer and exhibits recognition and appreciation of their needs with the ability to achieve results with positive outcomes for families accessing the program
- Ability to be energetic, resilient and maintains a sense of humour when personal resources are challenged
- Achieves results with positive outcomes for customers accessing the program
- Ability to meet deadlines in a timely and efficient manner
- Effective interpersonal skills under all types of conditions, exhibiting a supportive, positive approach
- A high degree of personal initiative with good planning and organizational skills
- Maintains timely and accurate files
- Has the ability to adjust to the ever changing needs and handle multi-tasks efficiently
- Continuing personal and professional development in related areas
- Ability to resolve conflict in a professional and appropriate manner
- Actively incorporates volunteers into the program area

Desired Knowledge, Experience and Education

- Excellent interpersonal, written and oral communication skills
- Excellent knowledge of local community resources and ability to network with community resources in a positive and effective manner
- Excellent interpersonal and assessment skills
- Sensitivity and tact in dealing with people under stressful conditions
- Is aware of confidentiality and its importance to the customer/staff
- Ability to work independently or as an effective member of a team
- Willingness to work flexible hours
- Knowledge of the unique challenges of the military family lifestyle and proficiency in French are considered an asset

Working Conditions

- The position is required to sit at a computer for long periods of time and is located primarily indoors.
- Client needs and work volume may require more than the schedule work hours to complete essential duties of this job. This position may require special hours including working weekends and evenings.
- Work may require dealing with emotionally volatile situations
- The noise level in the work environment is moderate to moderately high.
- There may be some stairs involved in the physical location of the position. Not all locations are wheelchair accessible.